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Bib Data Sheet

CONFIRMATION NO. 1508

<b>SERIAL NUMBER</b> 10/076,362	<b>FILING DATE</b> 02/14/2002 <b>RULE</b>	<b>CLASS</b> <del>799</del> 705	<b>GROUP ART UNIT</b> <del>2452</del> 7623	<b>ATTORNEY DOCKET NO.</b> AUS920011019US1	
<b>APPLICANTS</b> Alexander Druyan, Brooklyn, NY; Donald A. James, Round Rock, TX; Ching Yu Conrad Lo, Saratoga, CA; Arsalan K. Lodhi, Long Beach, CA; Fabian F. Morgan, Cambridge, MA; Sandra Juni Schlosser, Austin, TX;					
<b>** CONTINUING DATA *****</b> None KD					
<b>** FOREIGN APPLICATIONS *****</b> None KD					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 03/12/2002					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged <i>[Signature]</i> <i>[Initials]</i>		<b>STATE OR COUNTRY</b> NY	<b>SHEETS DRAWING</b> 5	<b>TOTAL CLAIMS</b> 28	<b>INDEPENDENT CLAIMS</b> 5
<b>ADDRESS</b> Darcell Walker 8107 Carvel Lane Houston, TX 77036					
<b>TITLE</b> Method and system for managing service requests across multiple systems					
<b>FILING FEE RECEIVED</b> 1052	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		